Wellbeing support service for survivors with a sensitive claim

We understand that making a sensitive claim can cause distress. We’re here to help with the wellbeing support service.

This service:

* **Can provide you and your whānau with practical support,** including counselling, to increase your immediate wellbeing. We can help with things you would like to change in your life right now while you are waiting for your claim to be processed.
* **Takes a holistic approach to supporting you** while you’re engaging in the Ministry’s sensitive claims process. It is a **free, voluntary** service for all current claimants and their whānau.
* **Is not part of your claim review**, and it won’t impact any redress package that may be offered to settle your claim.
* **Is a short-term support mechanism** which means once we complete a needs assessment with you, in most cases we can start providing the support you need in a matter of weeks. When everything agreed has been provided, we will close the service to you and ask for feedback on your experience of the wellbeing support service.

Accessing the service

To access the wellbeing support service, you must:

* Have an eligible claim lodged with us that you are waiting to have reviewed.
* Live in New Zealand. However, counselling is available through the service to claimants who live overseas as well as those who live in New Zealand.
* Not live in a penitentiary facility (prison).

The service is open to all claimants, whether legally represented or not.

It is available to you whether you have requested a rapid payment, a prioritised settlement payment, or your claim is waiting for a full review.

Types of support we can offer

The wellbeing support service works with you to put together an action plan that will improve the wellbeing of you and your whānau. We can support you to access goods and services that will make a real difference in your life today. This could include accessing health, education, welfare, housing, Iwi, cultural and community support services.

We are flexible with the types of support we can organise for you. It could include:

* counselling
* healthcare services, such as a doctor, dentist, audiologist, massage therapist, or practitioners of rongoā and mirimiri
* referrals to services such as Housing, Work and Income, iwi/local/community social services, law centre
* gym membership
* transport costs such as a bike, or taxis to get to appointments
* tattoo removal
* childcare or access to educational support for children
* budgeting support
* specialised services such as family therapy, diagnostic assessments including dyslexia and ADHD, or respite care
* food, petrol, or clothing vouchers
* equipment that supports study or job seeking such as home office set up, stationery, or a laptop
* household goods such as beds, linen, or kitchenware.

You and your whānau are at the centre of decision making, always. We will work with you to make sure you receive the kind of support that you want and need. Of course, not all requests can be supported, and we will consider a range of factors as we create a wellbeing plan with you including issues of Ministry liability, effective and appropriate use of public funds, and the ability of the request to improve the immediate wellbeing of you and your whānau.

**Counselling**

Your wellbeing support can include a series of counselling sessions (usually 6-10), which many claimants find helpful while going through our sensitive claims process. You do not have to use these counselling sessions all at once. You are welcome to choose which counsellor to see and we will pay them directly. If you are interested in accessing counselling, let us know.

You can find information about mental health resources and support services on the Ministry of Health’s website at: [Where to get help for mental health](https://info.health.nz/mental-health/where-to-get-help). You can also refer to the ‘Find Support’ section on the Mental Health Foundation of New Zealand’s website at:

[Mental Health Foundation](https://mentalhealth.org.nz/).

Working with you

We will work with you to find the right people and services to support you and your whānau to improve your wellbeing.

We will be respectful of your culture and values, so talk to us about how we can best engage with you. If you are Māori, we can use a Kaupapa Māori approach in our engagement with you. If this is something you would like, you can talk to us about what that means for you.

If you are unhappy with any of the services you are working with, you can discuss this with us. We are happy to discuss any of your concerns with the service on your behalf.

If you are deaf, deafblind, hearing impaired, or speech impaired

You can use the Video Relay Service to contact us. You can find information about how this service works at [www.nzrelay.co.nz](http://www.nzrelay.co.nz). If you need a sign language interpreter, we are happy to arrange for you to have the support of your preferred interpreter and will pay for any related costs.

What happens when you engage with us?

First contact

Claimant/ whānau kōrero

Review

Exit

**We will:**

* Explain our wellbeing service to you and your whānau.
* Make sure that you are eligible for the service.
* Talk to you about how we can make your experience comfortable and appropriate.

**We will:**

* Talk to you about your needs and goals.
* Identify what would help to improve the wellbeing of you and your whānau right now.
* Work with you to create a wellbeing action plan to help you achieve these goals.

**We will:**

* Work with suppliers so that you receive the things that we agreed in your action plan.
* Help find the right people and services to work with you and your whānau.
* Keep you updated as we work through delivery of your action plan.
* Ensure you and your whānau are the decision-makers.
* Only refer you to a service that you feel comfortable working with.

**We will:**

* Check-in with you after you receive the supports agreed in your action plan so we can see how you are going and answer any questions you may have.
* Talk to you about your action plan and make changes to it if needed.
* Look at other options if the services you are working with are not meeting the needs of you and your whānau.

**We will:**

* Do a final check-in after about 8 weeks.
* Confirm you have received everything agreed to in your action plan and make sure things are working well for you.
* Remind you that support from agencies or services (for example counselling) may continue for you and your whānau after you exit the wellbeing service.
* Thank you for using the wellbeing service and wish you and your whānau well.

Response

**Assessment**

**Response**

**Maintaining your privacy**

We are committed to keeping your information safe. Any information you provide, including your name, contact details, and information about your claim, will be held securely. In accordance with the Privacy Act 2020, information you provide will only be used for the purpose it was collected.

However, if you disclose any matters that create a risk to you or your tamariki, we will refer to the appropriate service to intervene. You will be advised before any actions are taken.

**Contact us**

If you have any questions or would like to talk about the support available to claimants, contact our sensitive claims team by:

* calling 0800 663 252
* emailing [wellbeing.service@education.govt.nz](mailto:wellbeing.service@education.govt.nz)

You can also write to us at:

Sensitive Claims

Te Pae Aronui, Ministry of Education

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